

# FAQ Sheet



## BROKEN ARROW CITY TRASH BAG VOUCHER PROGRAM

### When will bags be available at stores?

Bags are currently available at all retail outlets listed below.

### When are vouchers mailed?

April and October. April vouchers will be sent in three staggered mailings (April 8, 14, & 18). Please allow time to receive your vouchers.

### What if I don't receive my voucher?

Contact the City of Broken Arrow at 918-259-8373.

### Who qualifies to receive vouchers?

All current city residential solid waste customers.

### What if I'm a renter; do I get my voucher or does my landlord?

Vouchers are mailed directly to the "billing address" listed on the City Utility account. See your landlord for vouchers.

### How many vouchers/bags do I get?

Residents will receive one sheet of four vouchers. Each voucher is good for one roll of 25 bags.

### What if I have a damaged bag?

Contact WasteZero Customer Service at 1-800-866-3954 for a replacement bag.

### Do I need to redeem all my vouchers at once?

No. Please only redeem each individual voucher as you need bags.

### If I don't have a voucher can I purchase the bags? If so, what is the cost?

Yes, you can purchase the bags. One roll of 25 bags is \$4.06 (*some store limitations may apply*).

### Is there a strict expiration date on the vouchers?

Yes. Retailers will adhere to expiration dates set by the City and noted on each voucher.

### Are the vouchers tracked?

Yes. Vouchers are tracked by barcode and therefore cannot be duplicated.

### **SPECIAL NOTICE**

**Bags may be delivered to homebound or handicapped citizens who are physically not able to pick up their bags. Citizens needing this delivery service are directed to contact**

- **City Operations at 918-259-8373**
- or
- **City Manager's Office at 918-259-2400 ext. 5419**

## **PARTICIPATING RETAILERS**

**Warehouse Market**  
**1750 S. Aspen Ave.**  
**Broken Arrow, OK 74012**

**Reasor's**  
**1100 E. Kenosha St.**  
**Broken Arrow, OK 74012**

**Reasor's**  
**3701 S. Elm Place**  
**Broken Arrow, OK 74012**

**For further information, please visit:**  
**[www.brokenarrowok.gov](http://www.brokenarrowok.gov)**  
**[www.wastezero.com/brokenarrow](http://www.wastezero.com/brokenarrow)**